

Report to: Housing Review Board



Date of Meeting 16 March 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

HouseMark Membership Renewal 2023/24

Report summary:

HouseMark is a data analysis service which gathers performance and cost information from 350 social housing providers across the UK providing them with the data and insights needed to make evidence based decisions to drive efficient and performance business improvement.

We have been members of HouseMark for a number of years and with the 2022/23 financial year coming to an end we need to decide whether to pay £8225+ VAT to continue to use HouseMark as a tool to monitor and evaluate our service again for this year.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the Housing Review Board agree to pay this year's annual cost of £8225+ VAT and renew our membership to HouseMark

Reason for recommendation:

HouseMark provides us with insights we can trust which can help inform the decisions we make that are best for our tenants, service and people.

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Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

Climate change Low Impact

Links to background information .

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
- A greener East Devon
- A resilient economy

Summary

Being able to benchmark ourselves against our peers is a very difficult exercise to do on our own but it can play a hugely important role in evaluating our service and with the reports and online interactive analytical tools HouseMark provide this helps us to 'deep dive' into the data and compare ourselves with others. Below are some key performance measures from HouseMark's annual performance summary 2022. This illustrates the benefit and insight we can gain through being a member of HouseMark.

Key Performance from HouseMark's Annual Performance Summary 2022

As tenants grapple with the cost-of-living crisis, social landlords are facing an unprecedented series of challenges. Significant investment in assets will be required to meet net zero and ensure buildings are safe to live in.

Availability of materials and labour present significant logistical challenges as landlords continue to recover from the pandemic. Against this back-drop, landlords are increasingly looking at how their services are designed and the role technology and data can play in generating efficiencies and improving the customer experience.

1.0 Operational Productivity

Our overall operational performance was slightly above that of our peers and our costs are lower. This is based on our overheads cost per property of £425, front-line housing management cost per property of £182 and our average performance across arrears, void loss, staff sickness and turnover.



2.0 Asset Management

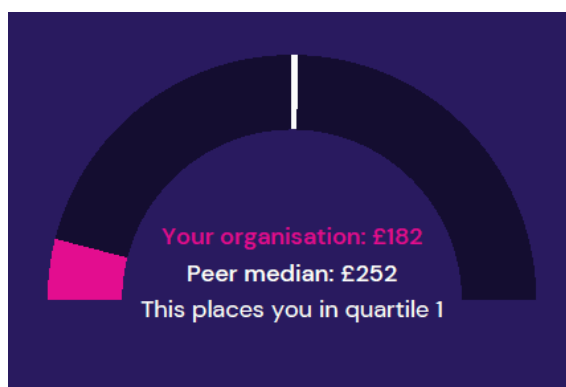
Our overall maintenance performance was slightly below that of our peers, however, our front-line costs are lower. This is based on our responsive repairs and void works cost per property of £715,

our cyclical maintenance and major works cost per property of £1,420 and our average performance across gas safety, repairs volumes, length taken to complete repairs and repairs satisfaction.



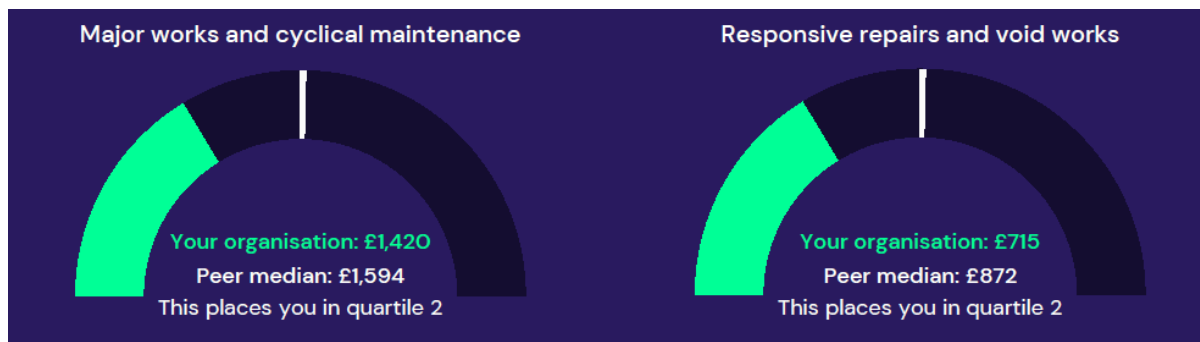
3.0 Housing management cost per property

Housing management is a core landlord service largely made up of employee costs -including specialist rent collection officers, lettings teams, ASB managers and generic housing, neighbourhood officers and administrators. Housemark's trend data shows an increase in overall housing management costs in 2021-22. With landlords focusing more on a positive customer experience we are noticing a trend towards more generic housing officer structures and smaller patch sizes, which tends to be more expensive than specialist options.



4.0 Housing maintenance cost per property

The year 2020-21 represented an anomaly in sector maintenance spend. Lockdown halted or postponed many planned works, while reactive repairs were subject to restrictions at various points in the year. As expected, 2021-22 maintenance costs represent a return to more normal working practices, with increased spending driven by more activity as well as price inflation due to material and labour shortages. With inflation in the construction industry rising during 2022-23, we forecast continued cost increases over the medium term.



Financial implications:

The financial considerations are contained within the body of the report.

Legal implications:

There are no legal implications on which to comment.